



Welcome!

Branch Health Clinic, Iwakuni, Japan

PSC 561 Box 1877

FPO AP 96310-0011

***Before you arrive, be aware that Branch Health Clinic (BHC) Iwakuni is a Primary Care clinic that is 500 miles from USNH Yokosuka. If you or your family members have ongoing chronic medical conditions that require specialty care, you are urged to report this during your overseas screening and to make sure your overseas screener reports this to the BHC Iwakuni Medical Screener PRIOR TO YOUR ARRIVAL IN IWAKUNI. Our medical staff will work closely with your overseas screener to ensure you will receive the safest care possible. Some medications are difficult to obtain from Japan, particularly those prescribed by civilian providers INCONUS. Likewise, there are currently limited options for obstetrical patients at Iwakuni. If you are considering pregnancy at this remote duty station, ask your sponsor about our Women's Health Coordinator so that you may make an informed decision. ***

Contact Phone Numbers

- Emergency (Calling on base): 119 or 911
- Emergency (Calling from off base): 0827-21-7700 (Host Nation Ambulance responds)
- Clinic Information: (DSN) 253-5571
- Base Operator (Calling from off base): 0827-79-1110 or 0827-21-4171
- Family Practice Appointment Line: (DSN) 253-3445
- Active Duty Sick Call Appointment Line: (DSN) 253-6794
- Urgent Care Clinic (24 hours/7 days a week for emergencies only): (DSN) 253-5571
- Pharmacy Refills (Calling on base): (DSN) 243-4689 (Yokosuka)
- Pharmacy Refills (Calling from off base): 046-816-4689 (Yokosuka)
- Women's Health Coordinator: (DSN) 253-3485

Clinic Hours:

Mon, Tue, Thu & Fri: 0730 - 1200, 1300 - 1600
1ST Wed and 3rd Wed: 0730 - 1200
All other Wednesdays: 0730 - 1200, 1300 - 1500
2nd and 4th Thu: extended hours until 1900

Eligible for Care:

- All Active Duty Members
- Family Members of Active Duty
- Retired Military (Space Available basis)

- Family Members of retired Military (Space Available basis)
- Department of Defense (DOD) Civilian Employees with current insurance plans (Space Available basis)

Scope of Practice:

- Family Practice Clinic
- Military Medicine (Active Duty Sick Call)
- Urgent Care Clinic (UCC) (Emergent care only).
- Ancillary Services
 - Laboratory
 - Pharmacy
 - Radiology
 - Aviation Medicine
 - Optometry
 - Physical Therapy
 - Health Promotions
 - Immunizations
- Patient Administration
- Preventive Medicine/Occupational Health

Quarterly Visiting Specialists (Requires referral from PCM)

- Orthopedics
- Neurology
- Urology
- ENT
- OB/GYN
- Mental Health
- Podiatry
- Ophthalmology
- Audiology
- Mammography (Van is onboard every quarter)

Check-in Procedures

1. Check-in at IPAC, Bldg 1 Room 223 (Update DEERS information).
2. Enroll at TRICARE Desk in the clinic (PO Box and Phone Number is needed).
3. Family Members: Check-in Medical Records at the Health Records Section in the clinic.
4. Active duty: Report to the Squadron/Unit Corpsman and update individual readiness requirement (immunizations, PHA, etc). Upon completion, Corpsman will turn-in medical record to Health Records Department at the clinic.

How To Get Care

***** BHC Iwakuni has only limited outpatient services and does not have inpatient capabilities. There are no obstetrical deliveries performed at the clinic. *****

Family Medicine: Call (DSN) 253-3445 or 3438
Operating Hours: Mon - Fri: 0730 - 1600

Military Medicine (Active Duty Sick Call): Call (DSN) 253-6794
Operating Hours: Mon - Fri: 0730 - 1130

Urgent Care: * For life/limb threatening emergencies ******

Operating Hours: 24 hours/7 days a week.

Ambulance (Calling from on base): 119 or 911

Ambulance (*Calling from off base): 0827-21-7700

*Host nation ambulance responds to off-base emergencies

Host Nation Referral Facilities

- **Iwakuni Clinical Center (ICC) Hospital**
 - Local 500 plus-bed Hospital
 - 20 minutes via ambulance
 - Specialist and Emergency Services available.
- **Iwakuni Byoojin Hospital**
 - Also known as "Dr. Shoji's" hospital
 - Local OB/GYN referral center

DOD Civilians, Contractors and others (Visiting Family Members)

- Eligible for care at the clinic as Pay Patient. (Medical Bill will originate from Yokosuka)
- If seen or referred at a Japanese Hospital, you must pay your entire bill prior to discharge.
- Must have Health Insurance and you are responsible for your insurance claim.

TRICARE (TRICARE PACIFIC)

Important Checking-in Notes:

- All Active Duty Service Members and Family Members are required to check in with TRICARE. (accompanied and un-accompanied personnel)
- All Active Duty Service Members and Family Members need to have PO Box number before checking-in with TRICARE.
- Active Duty Family Members who would like to be in TRICARE Prime need command sponsorship.
- Retirees and their family members are only eligible for TRICARE Standard while living overseas.

TRICARE Prime

- Active Duty Members (The ONLY choice for Active Duty members)
- Active Duty Family Members with Command Sponsorship.

TRICARE Standard

- Retirees and Family Members
- Active Duty Family Members
- Choice of medical provider or hospital
- Space availability status at MTF
- Cost Share for civilian medical care

TRICARE ENROLMENT

- Required Documents:
 - PCS Orders
 - Family Entry Approval
 - TRICARE Enrolment Form

Receiving Care enroute to Iwakuni:

- Non-Emergency: Request authorization from your home station (where you are coming from) to see a civilian provider.
- Emergency: Go to nearest Emergency Room. Contact your TRICARE Area office to let know as soon as possible.
 - TRICARE NORTH (U.S.): 1-(877)-874-2273
 - TRICARE SOUTH (U.S.): 1-(800)-444-5445
 - TRICARE WEST (U.S.): 1-(888)-874-9378

MCAS IWAKUNI TRICARE SERVICE CENTER

- For questions about eligibility or coverage, please call (DSN) 253-3072.
- Useful websites:
 - www.tricare.mil
 - www.tricareonline.com
 - www.tricare4u.com
 - www.nhyoko.med.navy.mil/BranchClinics/Iwakuni.aspx

DENTAL CLINIC

- **Location:** 2nd Floor, BHC Iwakuni
- **Phone:** (DSN) 253-3331
- **Duty Cell:** 080-1760-5107
- **Operating Hours:**
 - Mon - Wed: 0700-1130, 1230-1530
 - Tue - Thu: 0700-1630
 - Fri: 0700-1200
- **Walk-ins:**
 - Mon - Fri: 0700 - 1030
 - Mon - Thu: 1230 - 1430
- **Non-command sponsored family members and civilian personnel are eligible for the following:**
 - Emergency and "Space Available"
 - "Fee for Service" (NO Orthodontics or Prosthodontics)
 - Appointment availability is dependent on mission requirements.
- **All Retirees and their families who have current valid ID cards are eligible for the following:**
 - Emergency and "Space Available"
 - Again, appointment availability is dependent on mission requirements.
- **Active Duty Check-in Procedures**
 - To help us serve you better, please have the following information available upon checking in:
 - Current P.O. Box Number
 - Phone number (Personal or work)
- **Dental Emergency Procedure**

- If you have pain, do not wait!
 - After hours visit is mainly for emergency only and NOT for routine check-up or cleaning.
- **Local Referrals**
 - Optional - out of your own pocket
 - Billing procedures (DOD Civilians/Non-command sponsored family members) - pay per visit

Document current as of:
03 March 2009